

Employer's Requirement

Providing Security Services "Centro Mall – 2019

3.1 Scope of work

- a) General Scope of work shall be to provide security service at the buildings constructed in CENTRO.
- b) Provision of security service at the building should be as follows
 - Prevent unauthorized entry, trespass, intrusion and acts of vandalism.
 - Reporting all incidents, violation of regulations and matters of public safety to HDC and appropriate authorities of the Republic of Maldives.
 - Preventions / Reduction of incidents of any nature such as break-ins, thefts, and/or fighting occurring at the buildings.
 - Respond promptly and appropriately to all security related emergencies.
- c) Surveillance of the CCTV in the premises.

3.2 Required Duties

- a) Security service is to be provided 24 hours a day, 7 days a week throughout the entire year.
- b) Duties of specific security personnel should be
 - Surveillance of CCTV periodically to identify disruptions or unlawful acts.
 - Surveillance of the whole premise.
 - Notify the appropriate law enforcement agency or HDC immediately of any unlawful activity.
 - Secure all the Entrances and Exits during and after end of operations.
 - Toilets are to be locked after 01:00am and opened them before 06:00am.
 - The back door to be locked at 23:00pm.
 - Staircase roller shutters are to be locked at 11:00pm. The roller shutter of the staircase in the entrance of the mall is to be locked at 02:00pm.
 - Time to switch on the lights
 - Entrance Area, Common Area and Kiosks Common Area at 06:00pm
 - Time to switch off the lights
 - Entrance Area, Common Area and Kiosks Common Area at 06:00am
 - Air-conditions located in Kiosks common area are to be switched on at 08:00am and switched off at 10:30pm
 - Security is to be posted as follows:
 - Minimum one security officer at buildings during day time (06:00am to 12:00am)
 - Minimum two security officers at buildings during night time (12:00pm to 06:00am)

- Admit only authorized personnel to the buildings after specified hours. (i.e. between 12:00am to 06:00am)
- Question and check ID of anyone who enters the premises after the unofficial hours and record said entries daily.
- Daily ongoing records must be kept at all times and should be handed over to the next shift.
- The final daily report should be submitted to the Mall manager before 10:00am daily.

3.3 Requirements of Security Officers

- a) Should be Maldivian
- b) The security officers performing duty should have the following requirements
 - Be able to communicate effectively
 - Be physically and emotionally capable of performing the assignable task
 - Have no criminal record
 - Should be attired accordingly
 - Must have pleasant personality
- c) Shall not be under the influence of any alcohol or drugs/medicine that will affect the alertness and performance of the security officer before reporting for duty and whilst on duty.
- d) Shall not sleep while on duty.
- e) Shall not leave the place of duty without relief or proper handing over the duty to another Security officer.
- f) Shall not divulge any information concerning the premises or their scope of duties to any third party.
- g) Should not smoke cigarettes or anything of that kind inside the mall area whilst on duty.
- h) Should not make unnecessary telephone calls while on duty.

3.4 Specified Hours

#	Time	Type	Authorized Persons
1	0700hrs to 0000hrs	Official hours	General Public
2	0000hrs to 0700hrs	Unofficial hours	Tenants/Staffs & Emergency personnel's